**SWETHA RAVOORI**

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**Summary:**

**Results-oriented IT professional** with 7**+ years** of rich expertise in **Quality Assurance**. Expertise in both manual and automated testing on web client and thick client/server, excellent Understanding of **SDLC**, **Agile** and **Waterfall**. Experience in creating and developing strategic test plans, **manual** and **automated** test cases, test script and test reports for both manual and automated tests.

**Professional Summary:**

* Strong experience in **Manual and Automation testing** of client Server and **Web** based and **thick** client applications.
* Good experience in **Load test execution** and worked with Product Management and Development determining the number of virtual users to be used during the performance test.
* Extensively used **UFT, ALM**, **Quality Center, TFS** and **MTM**.
* Proficient in Integration testing Functional testing, System testing, Regression testing, Backend testing, Smoke testing using manual & automated testing.
* Experience in defect tracking system and bug life cycle using **Jira, ReQtest and ALM Tracker**.
* Hands on experience in writing **SQL queries** and executing procedures to perform back end testing for the expected results.
* Tremendous expertise in Problem solving and bug reports using Bug Tracking Tools, worked on agile and waterfall models.
* Extensive experience in Coordinating with **Project Managers, Business Analysts, End User** and **System Analysts** to set up the pre-validation and validation environment to execute the scripts.
* Excellent analytical and programming abilities in using technology to create elegant, flexible and maintainable solutions for complex development problem.
* Team Player and self-starter with effective communication, motivation and organizational skills combined with attention to details and business process improvements.

**Technical Skills:**

Testing Tools: Jira, Quick Test Professional(QTP), UFT, Quality Center, ALM, TFS, TestMatch, Test Manager, SOAP UI, EggPlant, Automation Anywhere, UI Path

Scripting: VBScript, JavaScript, Shell Scripts, TSL

Operating Systems: Windows XP/2k, Red Hat Linux

Database: Oracle 10g, SQL Server 2005, MS Access 2003, MySQL 4,

Web Servers: Microsoft IIS, Sun Java System Web Server

Languages: VB, ASP, VB.NET, ASP.NET, SQL, XML, HTML

Utilities: MS Word, MS Excel, MS PowerPoint, MS Visual Studio, Toad, PL/SQL

**Education Details:**

Master’s in Computer Science from University of Illinois and Bachelor’s Degree in Computer Science & Engineering.

**Professional Experience:**

**United fire Group, Cedar Rapids, IA Nov 2020 – Present  
Sr. Quality Assurance Specialist**  **Responsibilities:**

* Tested multiple projects including medium to large, complex size Software Releases as required by process to ensure that all requirements are tested, and current systems functionality remains operable and data integrity is maintained.
* Reviewed SOW or SRS attached to the project. Define test plan and create testing matrix.
* Identified appropriate testing methods and tools necessary to support projects.
* Built test cases as described by the test plans within test case management tool, QA Complete.
* Executed test plans.
* Documented results within QA Complete.
* Described bugs or missed functionality so the software developers can provide fixes.
* Provided documentation to Users so that UAT approval can be obtained.
* Kept Project Manager and QA Manager informed of issues as they arise that may impact the implementation dates or performance of the final project.
* Performed web test on developing web application for the Surety System
* Performed integration testing between mainframe system and web application being developed
* Conducted Sprint planning (Jira), test case creation (Smart Bear QA Complete) and execution, and defect management (Jira and QA Complete).
* Performed Digital Testing
* Conduct API testing with API testing tools.
* Insurance knowledge would be preferred but not required

**Environment**: MainFrames, Jira, QA Complete, Ready API, Cucumber, UI Path, SQL Server.

**University of Illinois, Champagne, IL Dec 2019 – Nov 2020  
Quality Assurance Specialist**  **Responsibilities:**

* Test design, test development, test operations and associated reporting for batch, web-based, and mobile applications using MicroFocus Unified Functional Testing (**UFT**)
* Provided training to team members in the areas of automated test design, test development, test implementation and support.
* Provided in-depth analysis and problem resolution.
* Create T**est Plan**, test documents and UAT facilitation.
* Carried out the appropriate procedures to ensure that all information systems products and services meet standards and end-user requirements and those systems operate properly and are free from defects and security vulnerabilities.
* Documented defects or system problems encountered and provide reports on these problems to the project team, project leads, and management.
* Documented procedures relevant to the quality assurance function including analysis, test case design, testing and tracking issues.
* Used VBScript classes/objects in **UFT** setting up the Automation scripts.
* Created function libraries with functions having arrays and dictionary objects as parameters, created and managed shared object repositories.
* Was responsible for nightly runs of the **automated scripts.**
* Worked closely with multiple teams, onshore and of shore.
* Created the test report with detailed information about the test proceedings including issues, risks and **bugs raised**.
* Tracked the defects from open to the closure.
* Involved in bug triage were conducted in order to discuss the issues occurred during Testing and align on the best approach to resolve them.
* Was responsible for signing off the test results
* Leadership team is timely updated with the test progress with appropriate test results matrix.

**Environment**: UFT, ALM (Quality Center), VBScript, HTML, RDMS, SQL Server, ReQtest.  
  
**Modern Woodmen of America, Moline, IL March 2016 – Dec 2019**

**QA Analyst**

(Modern Woodmen of America is a member-owned fraternal financial services organization. They secure futures with financial guidance and products. Modern Woodmen has brought people together, supported families and strengthened communities nationwide. Modern Woodmen’s main product lines are Bank, life insurance, annuity and investment products designed for the family market.) As QA Analyst develop, execute, and analyze quality assurance test scripts to ensure information systems, product launches, upgrades, and enhancements achieve stated objectives. Develop test scripts based on identified project and business requirements, perform quality assurance testing and reports test results in various formats.

**Responsibilities:**

**Design** and execute detailed test cases based on business requirements.

Involved in testing of application using the **Agile** methodology.

Participated in daily Stand-up meeting and **Retrospective** with all other QA and **developers**.

Interacted with Business Analysts, Developers, IT SME’s and captured baseline according to the functionality.

Performed extensive System and Integration testing on various critical scenarios.

Experience in maintaining support **documents**, QA Sign off Documents and maintaining Status Reports.

Execution of **manual test cases and logging of defects**. Logging the bugs which are found during Manual Testing and Automation Testing the Suit

Executed the test cases for manual testing of the **UAT**.

Involved in functional testing, regression testing, Integration testing, system testing.

Execute test cases, defect tracking and the complete test management carried out in TFS & MTM.

Developed **test cases,** reviewed and Involved in Functionality, and **Regression** Testing.

Identified regression scenarios for automation testing.

Worked on Team Foundation Server (TFS) and Microsoft Test Manager (MTM) to effectively manage the product life cycle.

Experience developing and maintaining UI automation framework from scratch using Modular, Driven Development and hybrid frameworks.

Involved in Web Services testing using SOAP UI, XML and WSDL. Providing required input data to request XML and validated data from response XML.

Tested request and response XML's based web services interfaces using **SoapUI**.

Experience in using Release Management tool to accept builds from development team and perform regression testing and validated build from staging to production

Execution of Automated test scripts in Regression suite, analyzing failures and logging of defects.

Used Sql Server Management studios 2010 as a data base to store and retrieve the data that comes from UI.

I have also used third party tools like **OnBase**, Service Insight to validate endpoints, JAMS client to run JAMS jobs required for test case execution, System Frontier.

Interacted with developers& various members of project team to discuss and resolve defects and to determine their priorities.

**Environment**: **Visual Studios 2012 (IDE), TFS, Sql Server Management Studios, Chrome, IE, Excel.**

**CDW, Vernon Hills, IL September 2015 to Mar 2016**

**Sr Test Engineer**

CDW is a leading provider of integrated information technology solutions. The application I worked on is

PeopleSoft Finance.

**Responsibilities:**

Responsible for planning and writing test plans, test cases for multi tear functionality

**Led QA** and developed traceability matrix and testing summary report.

Involved in researching the appropriate testing tool based on the requirements of the client, obtaining quote, and purchase form vendor.

Introduced client with (**UFT**) Automation tool and performed installation.

* Wrote **SQL** queries to verify the integrity of data by querying the back-end SQL Server database.

Created monthly **SQA** reports and technical metrics, change request, defect and enhancement statistics.

* Design and Implementation of **UFT** Automation Framework by creating reusable functional libraries in UFT.
* Extensively involved in using parameterization and reusable actions with **UFT**.
* Used **VBScript** classes/objects in **QTP** setting up the Automation scripts.
* Created test data for the Purchasing, Accounts Payables, Receivables, and Buyer Setup, etc.
* Linking requirements to test cases using Quality center and executing test cases using **UFT**
* Performed Installation qualification and Operation qualification testing.
* Manually tested the application functionality and developed automation test scripts to perform functional and regression testing

Involved in System, Regression and Integration testing for product checkouts.

Responsible for conducting document review with client for sign offs.

Preformed ad-hoc testing of customer information, my account, my renewals, my upgrades, account settings, customer information, order history, and web mail.

Performed credit/debit card (Visa, MasterCard) by entering payment information on a web page. Performing end-to-end testing.

Performed debugging and updating of UFT scripts.

**Environment:** Windows XP & 7, MS-Office Tools, SQL Server Management Studio, UFT-11.53, ALM, PeopleSoft

**IBM July 2012 – July 2014**

**QA Engineer**

**Responsibilities:**

* Analyzed System requirement and developed test plans, **Test cases for Functional, Integration** Regression, and **full System Testing**.

Led QC team onshore and offshore and maintained Traceability matrix and testing Summary report.

* Involved in Iteration planning and attended daily Scrum.
* Communicated with the business users and stakeholders to define the Planning and Scope of testing.
* Effectively managed the testing process using Quality Center to manage the Requirements, Test Plan, Test cases and Defect Cycle and have a clear Traceability between them.

Created and executed **QTP** test scripts and **QTP** function libraries for regular regression runs for every software build and release.

Used the following in **QTP** scripts dynamic parameterization using data tables, file system object and descriptive programming.

Created **QTP** driver scripts to set environment variables to run test sets in **QA**, **UAT** & **Production** **environments**.

Created and maintained reusable actions, functional libraries and shared object repositories.

Written data driven test to handle the scenario requiring multiple sets of data using data table parameters in **QTP**.

Created detailed test scenarios and test cases for the **SOAP**, **web services**.

Executed Web services testing using tools called ‘**SOAP UI.**

Used **SOAPUI** for functional testing of **Web services**.

Created detailed test scenarios and test cases for the **SOAP** **web services**.

Define **QA** timelines for targeted start and completion date for Pre and Post migration and test execution.

Coordinate tasks with respect to risk analysis, release milestones and schedules.

Performed Integration testing with Sales Force with other back applications.

Performed Sanity testing on maintaining custom objects and fields, handling bulk data migration, maintenance of page layouts, installation and exchange applications.

Performing Demos of the test plan and did walkthroughs with onsite and offshore teams.

Worked closely with users and program developers in agile development.

**Environment:** Windows XP, Vista and Windows 7, Mercury Quality Center 10.0, Load Runner 9.2, Sales Force, Siebel, BI, Bi Cognos, Citrix, VMware, People Soft, TIBCO, Call center, SAP, Oracle ERP, Exchange 2007 & 2010, Microsoft 2007 & 2010.